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## Attachment A – Enterprise Content Management System Statement of Work

### A) Part I - General Information

#### 1) Title/Introduction

Enterprise Content Management System (ECMS) Support

ECMS comprises the strategies and tools to collect, preserve, search, access and process Agency records and information resources.

#### 2) Background

EPA employees must have access to a vast array of environmental information to make informed, timely decisions and to be responsive to citizens. The Agency must leverage its records and information assets to increase productivity, reduce costs and meet legal requirements in the service of the Agency's mission and strategic goals. There are a number of drivers, including statutory and regulatory requirements (such as the Federal Records Act, Government Paperwork Elimination Act) and Agency business operations (such as permitting, enforcement, research, remediation and rulemaking).

ECMS reduces inefficiencies by providing a scalable repository for managing Agency records and information assets. ECMS automates EPA's records management activities and provides its employees the capability to query and find information quickly while ensuring its integrity, consistency and accuracy. ECMS delivers a consistent enterprise-wide approach to effective records management processes, removing vulnerabilities and minimizing risks.

Previous ECMS Support task orders have helped EPA achieve significant project milestones, including:

- 2007: establish the ECMS Documentum infrastructure at EPA's National Computer Center (NCC)
- 2007: launch the Identity Self Service (ISS) registration application
- 2007: launch the Lotus Documentum Framework (LDF) client-based application for saving Lotus Notes email records to the ECMS records repository
- 2009: launch the Email Records Management Application (ERMA) Web-based application for saving Lotus Notes email records to the ECMS records repository
- 2009: launch the Administration Tools, which facilitate managing file plans, records, organizations and people in the ECMS records repository
- 2010: launch the Correspondence Management System (CMS) Records Transfer for saving correspondence records to the ECMS records repository
- 2010: launch the Extender for saving Superfund-related Lotus Notes email records to the ECMS records repository
- 2010: launch the Bulk Loader for saving Lotus Notes email records to the ECMS records repository
- 2010: upgrade the ECMS infrastructure to Documentum v6.5 SP3
- 2011: launch the CMS Records Search interface

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- 2011: launch EZ Email Records for saving Lotus Notes email records to the ECMS records repository
- 2012: launch the process to automate ECMS registration for employees
- 2012: upgrade the ECMS infrastructure to Documentum v6.7
- 2012: upgrade the ISS registration application and Admin Tools from WDK to AJAX
- 2013: launch EZ Email Records for saving Outlook email records to the ECMS records repository
- 2014: develop EZ Desktop Records for saving non-email electronic records to the ECMS records repository
- 2014: upgrade ECMS Web-based applications to accommodate EPA's new standard web browser and the new EZ Desktop Records record type
- 2014: complete Records Auto-Categorization market research and proof of concept testing

### 3) Scope

The ECMS project requires contractor support for:

- Project management activities, including system security
- Operations and maintenance of existing infrastructure and applications
- Development of new functionality and applications

### 4) Applicable Documents

- ECMS infrastructure architecture diagrams and specifications
- ECMS applications design documents, version description documents (VDD), test plans and test results reports
- ECMS records auto-categorization market research and proof of concept reports

## B) Part II - Work Requirements

### 1) Technical Requirements

The following tasks are identified as "fixed price" or "time and materials":

#### Task 1.0 – ECMS Project Management Support (Fixed Price)

The contractor shall provide support for project management activities, including project tracking and documentation. As part of these activities, the contractor shall:

- 1.1: Participate in weekly Project Team (60 minutes each), Task Order (60 minutes each), and Error Analysis (30 minutes each) conference calls. The contractor shall have qualified staff members who are supporting ECMS activities participate in these calls.
- 1.2: Provide written notes, project tracking reports and additional documentation on a weekly, monthly or annual basis, as listed in the "Deliverables" section.



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### Task 2.0 – ECMS Operations and Maintenance (O&M) Support (Time & Materials)

The contractor shall provide technical support for maintaining the current ECMS infrastructure, including but not limited to:

- 2.1: Documentum upgrades. The ECMS environment is currently at Documentum v6.7. At EPA direction, the contractor shall test and support an upgrade to the next version of Documentum certified under DoD 5015.2-STD.

The contractor shall provide technical support for maintaining current ECMS enterprise applications, which include:

- 2.2: EZ Desktop Records
- 2.3: EZ Email Records for Outlook and Lync
- 2.4: EZ Email Records for Lotus Notes
- 2.5: Advanced Email Records for Lotus Notes
- 2.6: Search Records
- 2.7: Registration
- 2.8: Organization Administration Tool (OAT)
- 2.9: People Administration Tool (PAT)
- 2.10: File Plan Administration Tool (FPAT)
- 2.11: Records Administration Tool (RAT)

The contractor shall provide technical support, including but not limited to maintaining the records transfer process, for current ECMS partner applications, which include:

- 2.12: Correspondence Management System (CMS) Records Transfer
- 2.13: Electronic Grants Records System (EGRS) Records Transfer
- 2.14: Electronic Records for Interagency Agreements (ERIA) Records Transfer
- 2.15: Extender for Superfund Email Records in Lotus Notes

### Task 3.0 – ECMS Development Support (Time & Materials)

The contractor shall provide technical support for the design, development, testing and deployment of new functionality and applications, including but not limited to:

- 3.1: Records Auto-categorization. EPA has acquired Recommind Axcelerate categorization software. The contractor shall install and configure the software to assign records stored in the Documentum repository to the proper retention policy (“schedule”).
- 3.2: SharePoint Records. The contractor shall create a process to manage documents identified as records in SharePoint sites and OneDrive.
- 3.3: Records Transfer Service. The contractor shall create a web service to enable EPA systems to easily integrate with the ECMS records repository.

The contractor shall provide technical support, including but not limited to creating and maintaining the records transfer process, for new ECMS partner applications, which may include:

- 3.4: EPA Acquisition System (EAS) Records Transfer

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### Task 4.0 – ECMS Security Support (Time & Materials)

The contractor shall provide support for ECMS security, including all required documentation necessary to maintain the certification and accreditation of the ECMS staging and production environments and entered in EPA's Xacta security tracking tool. As part of these activities, the contractor shall:

- 4.1: Draft, update and maintain ECMS security documentation in accordance with National Institute of Standards and Technology (NIST) and Agency standards and requirements.
- 4.2: Ensure the identification and inclusion of appropriate security requirements and controls throughout the ECMS system lifecycle.
- 4.3: Assist with the Agency's coordination and response to independent or internally requested security assessments and vulnerability scans. Following a security assessment or scan, work with Agency staff to document detected weaknesses or compliance failures.
- 4.4: Respond to EPA security information requests ("data calls").
- 4.5: Stay abreast of all significant tasks performed in ECMS to ensure that the system's protection is maintained adequately.
- 4.6: Remain cognizant of new directions in federal and EPA security guidance and ECMS technologies, to ensure that any new threats and vulnerabilities to ECMS are detected as early as possible.

### Task 5.0 – ECMS Optional Support (Time & Materials)

At EPA's discretion, the contractor shall provide support in response to unanticipated changes in the Agency's IT infrastructure that impact ECMS functionality or operations. This optional support will be authorized by EPA in blocks, as needed, up to 1,000 hours per year.

### Task 6.0 – ECMS Outgoing Transition Support (Time & Materials)

The contractor shall provide a plan for 120 days of outgoing transition for transferring work from an active task order to a follow-on contract, task order or Government entity.

## 2) Deliverables

- Deliverable 1.A: Project Team Meeting Notes (create weekly, within 48 hours of meeting)
- Deliverable 1.B: Project Work Breakdown Structure (WBS) (update weekly)
- Deliverable 1.C: Project Status Report (update weekly)
- Deliverable 1.D: Project Financial Report (update weekly)
- Deliverable 1.E: Error Analysis Report (update weekly)
- Deliverable 1.F: Risk Matrix Report (update monthly)
- Deliverable 1.G: Change Request Report (update monthly)
- Deliverable 1.H: Earned Value Management (EVM) Report (update monthly)
- Deliverable 1.I: Lessons Learned Report (update annually)
- Deliverable 1.J: Risk Management Plan (update annually)
- Deliverable 1.K: Project Charter, including Integrated Project Team (IPT) (update annually)
- Deliverable 1.L: Alternative Analysis and Benefit Cost Analysis (update annually)
- Deliverable 1.M: Operational Analyses (update annually)
- Deliverable 1.N: Post Implementation Review (PIR) Results (create annually)

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Deliverable 2.A: Code Package or Patch Releases  
Deliverable 2.B: Design Documents  
Deliverable 2.C: Test Plans  
Deliverable 2.D: Test Results Reports  
Deliverable 2.E: Version Description Documents (VDD)

Deliverable 3.A: Code Package or Patch Releases  
Deliverable 3.B: Design Documents  
Deliverable 3.C: Test Plans  
Deliverable 3.D: Test Results Reports  
Deliverable 3.E: Version Description Documents (VDD)

Deliverable 4.A: System Security Plan (SSP) (update annually)  
Deliverable 4.B: Contingency Plan (update annually)  
Deliverable 4.C: Disaster Recovery Test and Tabletop Exercise Report (update annually)  
Deliverable 4.D: Plan of Action & Milestones (POAM) (create and update as needed)  
Deliverable 4.E: Xacta entries (complete as needed)  
Deliverable 4.F: Memoranda of Understanding (MOU) and Interconnection Security Agreements (ISA) for interconnected systems (create as needed, update annually)  
Deliverable 4.G: FIPS 199 Categorization Worksheet (update annually)  
Deliverable 4.H: Business Impact Analysis (BIA) (update annually)  
Deliverable 4.I: Privacy Impact Analysis (PIA) (update annually)

Deliverable 5.A: Code Package or Patch Releases  
Deliverable 5.B: Design Documents  
Deliverable 5.C: Test Plans  
Deliverable 5.D: Test Results Reports  
Deliverable 5.E: Version Description Documents (VDD)

Deliverable 6.A: Outgoing Transition Plan